

**23 Nov 2009.** Communication English at the Workplace was a two-day course. The target participants for this course were the Non Academic Staff of UMP. Altogether there were 10 groups each comprising 20 participants per session. The objective of the course is to use English extensively especially the front runners of UMP. This is in view of the fact that the university is looking at getting more international students to study here and the increasing number of expatriates who have become our teaching staff.

The content of the course Includes Five Star Quality Customer Service, Receiving and Making Telephone Calls, Taking Down Messages, Making Reservations and the Everyday Use of English. The strategies used were based on confidence building, team building, role play and technical assisted learning materials. The participants had enjoyed the course as it was a reasonable alternate to learn the language for specific functions.

## Professional English @Work

*Balan Kunjambu*



*"Language is the dress of thought."  
- Samuel Johnson -*